IS Comprehensive Services Specialists Draft

Position Summary:

Under general direction of the Computer Platform Services delivery manager for CPS, this position provides advanced technical expertise/system support related to analysis, implementation, consulting, maintenance and troubleshooting of new and modified systems. This position serves as the CPS expert in the systems supported Control-M/EM scheduler product and serves as the primary interface to Technical Support Services. Job functions include problem resolution, adherence to standards, systems development, functional testing, and providing significant input to product upgrades. This position provides assistance to both development and CPS staff on efficient use of client server scheduling tools and mainframe resources such as JCL, DB2 and CICS. This position maintains advanced knowledge of systems software including Control-M/EM, Cherwell, CICS, JCL, File-Aid, Control-D, and IOA products. This position is instrumental in developing solutions for complex job streams, such as KIDS, eWISACWIS, CARES and ASSET systems. This position requires a significant amount of advanced skills which are necessary in order to step through program JCL logic. This position may require weekend/nightly and daily support as needed.

Goals & Worker Activities:

45%   A.   Provide advanced operational Technical support involving maintenance of complex mainframe/client server environments.

A1.   Resolve complex problems with the use of complex or emerging technologies within a new or enhanced system. Including troubleshooting client server, mainframe batch production and testing problems.

A2.   Develop solutions for complex client server job streams. Coordinate CPS Control-M/EM testing for KIDS/eWISACWIS including planning phases for two client server environments.

A3.   Provide expert directional support for processing services to customers, systems development staff and specialists to prevent problems. This includes the development, review and implementation of new batch jobs to ensure they meet departmental standards and objectives.

A4.   Provide direct technical assistance for client server production systems leveraging Control-M/EM and other existing support tools. Provide assistance to UI developers and CPS staff in testing, implementing and troubleshooting Control-M/EM software.

A5   Add/remove, setup, configuration of the scheduling Cntrl-M package and E-reports. Setup macros, alerts and abend notification emails. Make daily updates to the active scheduler, based on requests for deletions and ad-hoc submissions.

50%   B.   Provide systems development, automation, procedural and documentation expertise for Production platforms.

B1.   Conduct analyses, investigate parameters and develop prototypes for employing complex procedures, current or emerging technology into the KIDS/eWISACWIS development project, including Acceptance and volume testing, submittal, monitoring and error correction. Includes archiving, rollovers, job set-up (including machine to machine communications between email and Control-M/EM), security and scheduling requirements.

B2.   Trouble shooting KIDS/eWISACWIS/CARES client server and other mainframe problems by reviewing changes to current processes; includes analysis, development, implementation and documentation of procedures to prevent recurrence; independently investigates and resolves technical problems, utilizing client-server and mainframe software (JCL utilities, TSO, SDSF, DB2 and Changeman). Keep track of all problems and their resolutions using Cherwell.

B3.   Design models and provide expertise to CPS and other IS staff re use of complex procedures, current or emerging technology, including but not limited to serving as technical interface to TSS and developers. Interact to learn objectives and requirements of developers, making recommendations for new and existing systems.

B4. Lead business process for KIDS and eWISACWIS. Includes implementing complex Acceptance job flows, developing job folders and job classes for a variety of scheduling calendars. Setting up automated trigger files to satisfy file dependencies, developing macros for a series of jobs and testing in different Cntrl-M/EM environments.

B5. Review detailed systems specifications to ensure the development of new systems (KIDS/eWISCAWIS) and enhancements of existing systems is consistent with DWD development methodologies, standards and policies.

B6. Implementing Cntrl-M/EM best practices and performing Quality Assurance (QA) checks on all new jobs to ensure that assigned batch applications (including those which interface) are complete by 6am, in accordance with BITS policy.

B7. Provide consultation and direct technical assistance regarding special customer processing services to customers, application programmers, technical support staff and CPS to prevent problems such as disruption of service.

5%   C.   Consultation with BITS and other DWD staff

C1. Make recommendations of changes and improvements to application management re KIDS initiatives. Provide objective advice to assist in decision making progress.

C2. Support and educate Cntrl-M/EM users at DWD in client-server efforts and problem resolution.

C3. Lead CPS efforts in KIDS/eWISACWIS initiatives and in advanced Cntrl-M/EM functions for complex client server job streams.

C4. Attend appropriate education courses, conferences and seminars.

KSAs

Knowledge, Skills and Abilities required:

-Ability to provide expertise for mainframe and systems software including: JCL, HSM, CICS, SAS, File-Aid, TSO, ISPF/SDSF, DB2 and Changeman.

-Ability to act as a liaison between BITS customers and developers. This includes technical consultation with customers on learning details on objectives and requirements of new/modified systems and maintenance technologies.

-Ability to provide technical consultation to DWD technical staff on Control-M, ChangeMan and scheduling issues.

-Provide expertise for mainframe and client-server production problems-analysis, documentation and review of changes to prevent recurrence.

-Knowledge of Cherwell, DWD's problem/change system, including ability to track all problems and their resolution.

-Knowledge of Microsoft Office Suite.

-Expertise in Control-M/Enterprise products.

-Ability to perform server moves and other scheduling functions per Cherwell change requests.

-Ability to provide ChangeMan support.

-Excellent oral and written communications skills.

-Knowledge of systems analysis.